

FIG. 1

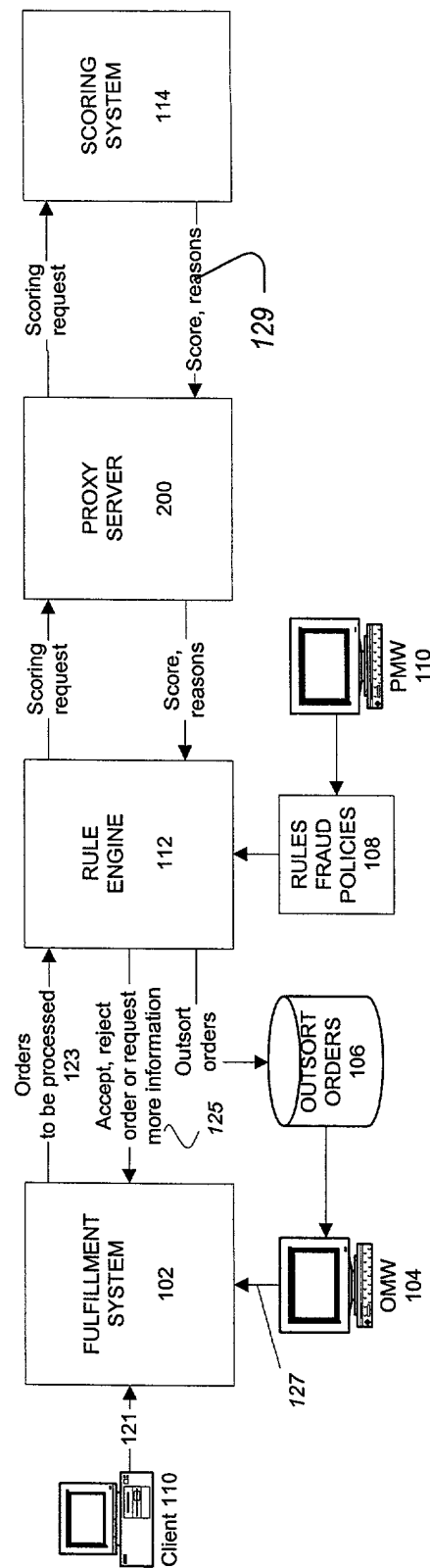


FIG. 2

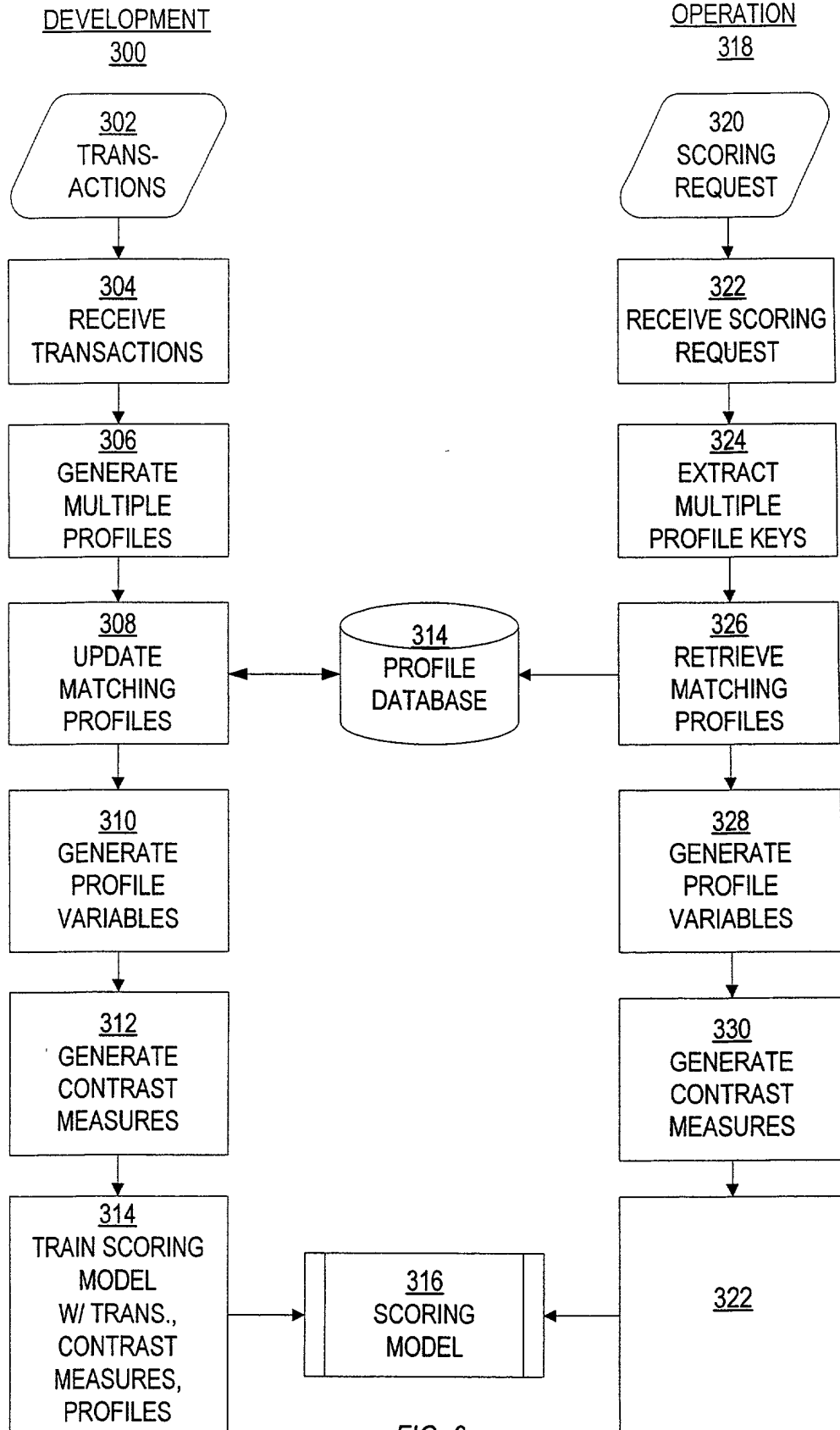


FIG. 3

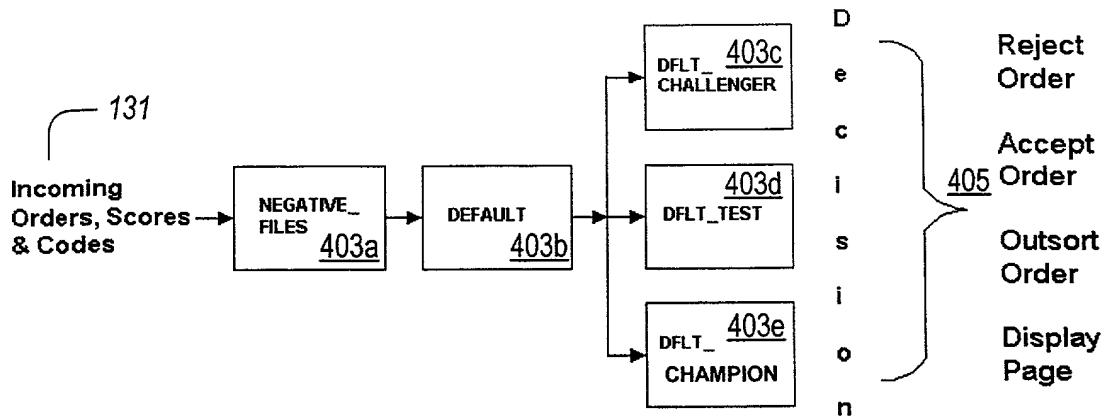


FIG. 4

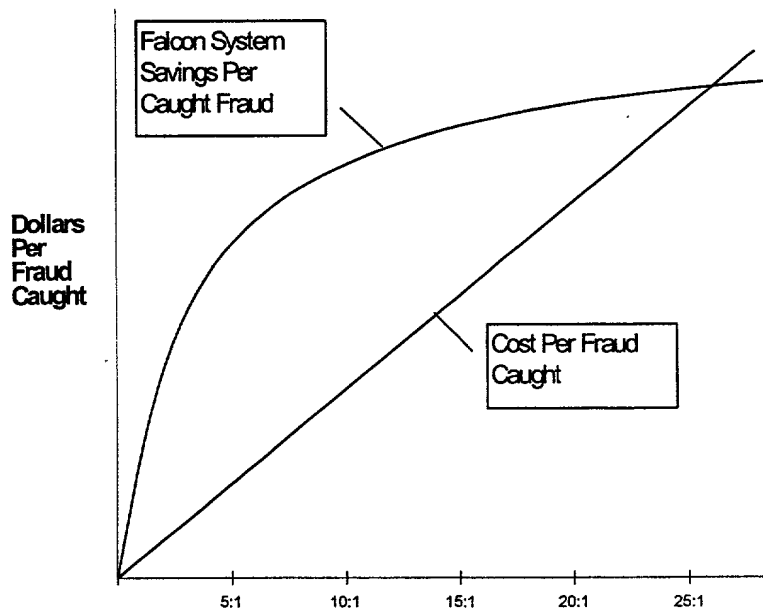


FIG. 5

600

Order ID	Order Date	Order Time	Authorization Amount	Auth Date	Authorization	AVS Response	Card Number	Card Type	Card Expiration Date
560	7/28/99	7:30:00 AM	\$45,023.00	7/28/99	77	A	102103560	D	12/01/99 - 12/31/00
561	7/28/99	12:45:00 PM	\$93,056.00	8/1/99	77	X	102012561	A	04/04 - 12/31/00
562	7/28/99	12:31:00 PM	\$5,000.00	7/28/99	76	Z	102102562	E	12/12/99 - 12/31/00
189	7/28/99	6:45:00 AM	\$56,891.00	7/28/99	00	A	42173956-8945	J	03/01 - 12/31/00
563	7/28/99	12:16:00 PM	\$5,000.00	8/2/99	61	W	102102563	V	01/02/00 - 12/31/00

FIG. 6

700

Order Status - 560

Status: Reject Order

Reason: NSF

Comments: Called the customer's bank. The bank confirmed NSF status.

Actions:

- ☒ Call Bank
- ☐ Call Customer
- ☐ Call Merchant
- ☐ Contact ISP
- ☒ E-mail Customer
- ☒ Freeze Order
- ☐ Send Letter to Customer

Buttons: OK, Cancel

FIG. 7

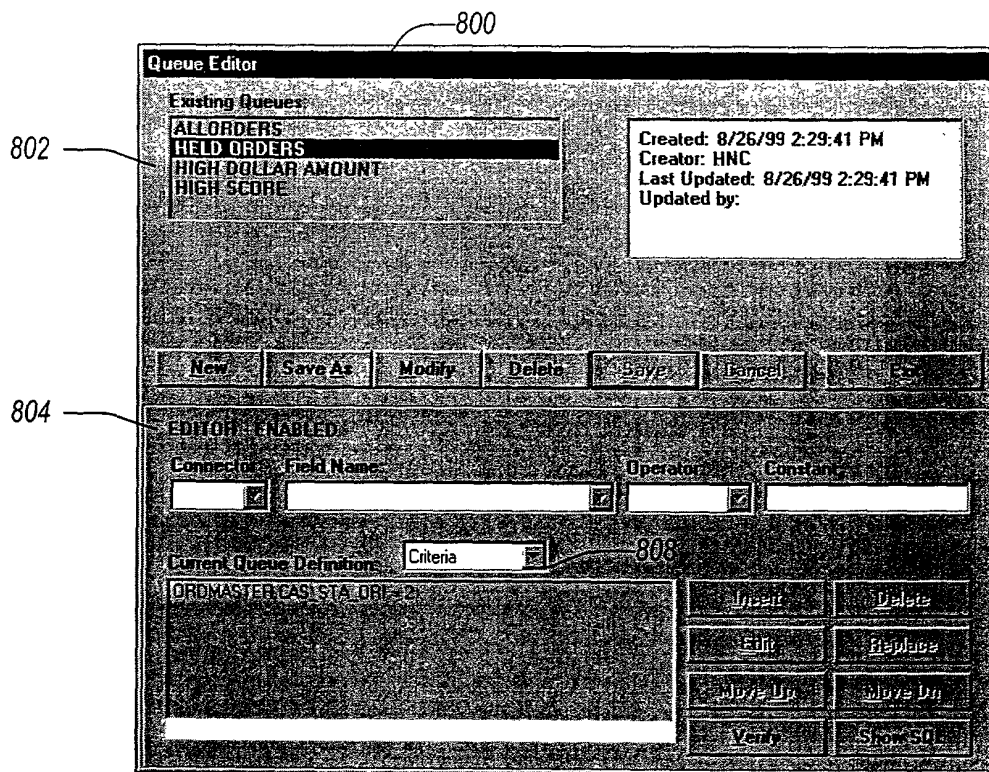


FIG. 8

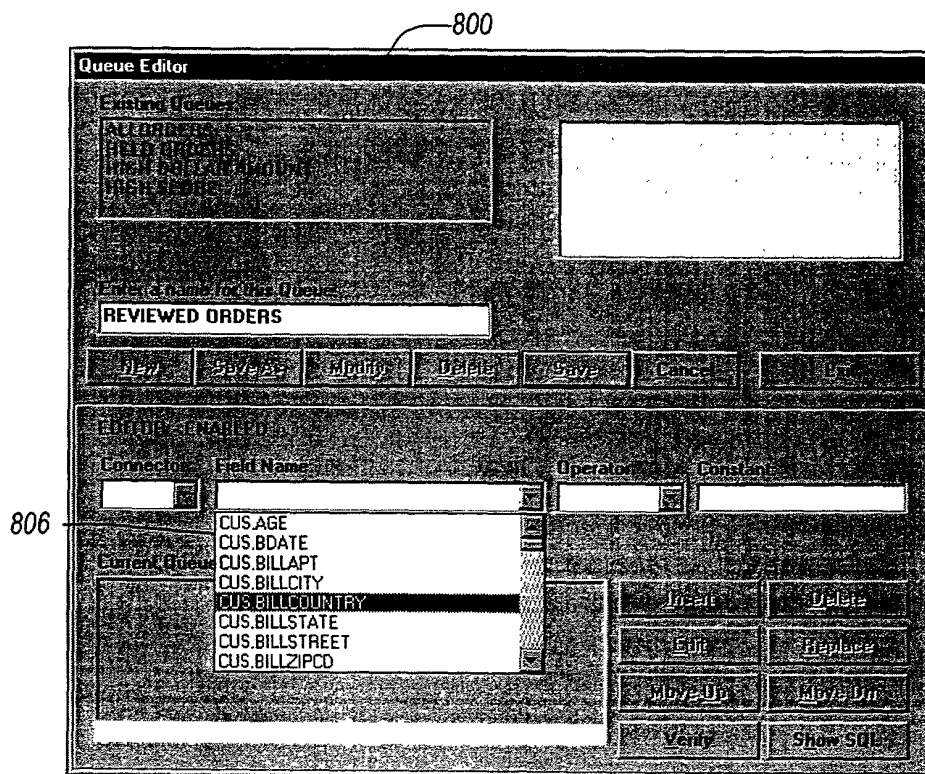


FIG. 9

**Queue Editor**

SELECT DISTINCTROW ORDERMASTER.MERCHANTID,ORDERMASTER.ORDERID FROM ORDERMASTER

FIG. 10

804

EDITOR: ENABLED

Field Name: ORDERMASTER.ORDERDT Operator: DESC

Current Queue Definition: Order By: 810

ORDERMASTER.ORDERDT DESC

Insert Desc  
Edit Replace  
Move Up Move Down  
Vain Show SQL

FIG. 11

1200

Assign Queues to Users

User: dgreene 1202

Available Queues: 1204

Assigned Queues: 1206

ALLORDERS  
HELD ORDERS

HIGH DOLLAR AMOUNT  
HIGH SCORE

Assign Remove  
Move Up Move Down

FIG. 12

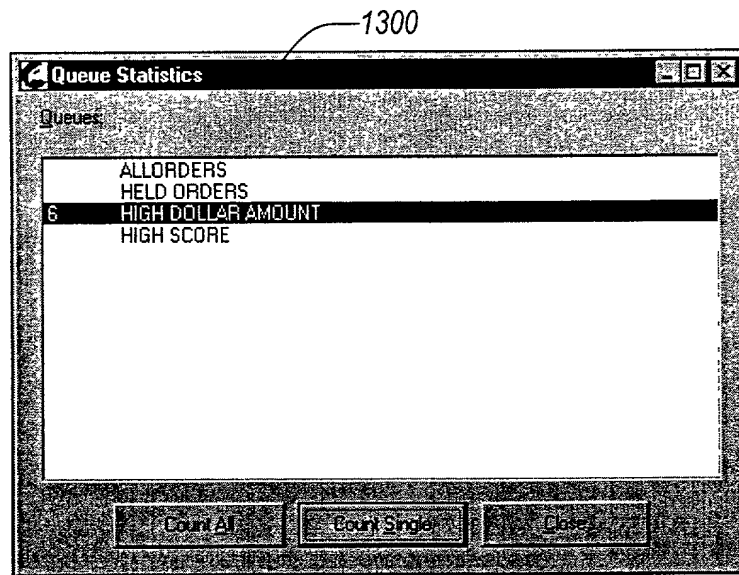


FIG. 13